

**Kingston General Hospital
 Step Down Units**

***How are we doing?
 Your opinions about your family member's recent admission to the
 Step Down Unit (SDU)***

Your family member was a patient in the SDU at the Kingston General Hospital. You have been recorded as being the "next-of-kin". The questions that follow ask **YOU** about your family member's **most recent SDU admission**. We understand that there were probably many doctors and nurses and other staff involved in caring for your family member. We know that there may be exceptions but we are interested in **your overall assessment** of the quality of care we delivered. We understand that this was probably a very difficult time for you and your family members. We would appreciate you taking the time to provide us with your opinion. Please take a moment to tell us what we did well and what we can do to make our SDU better. Please be assured that all responses are confidential. The Doctors and Nurses who looked after your family member will not be able to identify your responses.

PART 1: SATISFACTION WITH CARE

Please check one box that best reflects your views. If the question does not apply to your family member's stay then check the not applicable box (N/A).

**HOW DID WE TREAT YOUR
 FAMILY MEMBER
 (THE PATIENT)**

| | | | | | | | |
|----|---|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|
| 1. | Concern and Caring by SDU Staff: The courtesy, respect and compassion your family member (the patient) was given | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| | Symptom Management: How well the SDU staff assessed and treated your family member's symptoms. | | | | | | |
| 2. | pain | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 3. | breathlessness | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 4. | agitation | θ1 | θ2 | θ3 | θ4 | θ5 | θ6 |

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Excellent Very Good Good Fair Poor N/A

HOW DID WE TREAT YOU?

- | | | | | | | | |
|----|---|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|
| 5. | Consideration of your needs: How well the SDU staff showed an interest in your needs? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 6. | Emotional support: How well the SDU staff provided emotional support? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 7. | Co-ordination of care: The teamwork of all the SDU staff who took care of your family member. | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 8. | Concern and Caring by SDU Staff: The courtesy, respect and compassion you were given. | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |

NURSES

- | | | | | | | | |
|----|--|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|
| 9. | Skill and Competence of SDU Nurses: How well the nurses cared for your family member? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 10 | Frequency of Communication With SDU Nurses: How often nurses communicated to you about your family member's condition? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |

PHYSICIANS (All Doctors, including Residents)

- | | | | | | | | |
|-----|---|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|
| 11. | Skill and Competence of SDU Doctors: How well doctors cared for your family member? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
|-----|---|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|

THE SDU

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12. **Atmosphere of SDU was?**

- | | | | | | |
|-----------|--------------|-----------|-----------|-----------|-----------|
| 01 | 02 | 03 | 04 | 05 | 06 |
| Excellent | Very Good | Good | Fair | Poor | N/A |

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THE WAITING ROOM

- | | | | | | | | |
|-----|--|--------------------------------|------------------------------------|-------------------------------|-----------------------------|-----------------------------------|------------------|
| 13. | The Atmosphere in the SDU Waiting Room was? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 14. | Some people want everything done for their health problems while others do not want a lot done. How satisfied were you with the LEVEL <u>or amount</u> of health care your family member received in the SDU? | θ1 Very Dissatisfied | θ2 Slightly Dissatisfied | θ3 Mostly Satisfied | θ4 Very Satisfied | θ5 Completely Satisfied | |

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**PART 2: FAMILY SATISFACTION WITH DECISION-MAKING
AROUND CARE OF CRITICALLY ILL PATIENTS**

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|---|
| INSTRUCTIONS FOR FAMILY OF CRITICALLY ILL PATIENTS |
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This part of the questionnaire is designed to measure how you feel about YOUR involvement in decisions related to your family member's health care. In the Step Down Unit (SDU), your family member may have received care from different people. We would like you to think about all the care your family member received when you are answering the questions.

| |
|--|
| PLEASE CHECK <u>ONE</u> BOX THAT BEST DESCRIBES YOUR FEELINGS |
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INFORMATION NEEDS

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|--|------------------------|------------------------|-------------------|-------------------|-------------------|------------------|
| 1. Frequency of Communication With SDU Doctors: How often doctors communicated to you about your family member's condition? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 2. Ease of getting information: Willingness of SDU staff to answer your questions. | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 3. Understanding of Information: How well SDU staff provided you with explanations that you understood? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 4. Honesty of Information: The honesty of information provided to you about your family member's condition. | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |
| 5. Completeness of Information: How well SDU staff informed you what was happening to your family member and why things were being done? | θ1 Excellent | θ2 Very Good | θ3 Good | θ4 Fair | θ5 Poor | θ6 N/A |

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|----|--|-----------------------------|-----------------------------|------------------------|------------------------|------------------------|-----------------------|
| 6. | Consistency of Information: The consistency of information provided to you about your family member's condition (Did you get a similar story from the doctor, nurse, etc.) | θ_1 Excellent | θ_2 Very Good | θ_3 Good | θ_4 Fair | θ_5 Poor | θ_6 N/A |
|----|--|-----------------------------|-----------------------------|------------------------|------------------------|------------------------|-----------------------|

PROCESS OF MAKING DECISIONS:

During your family member's stay in the SDU, many important decisions were made regarding the health care she or he received. From the following questions, pick **one** answer from each of the following set of ideas that best matches your views:

7. **Did you feel included in the decision making process?**
- θ_1 I felt very excluded
 - θ_2 I felt somewhat excluded
 - θ_3 I felt neither included nor excluded from the decision making process
 - θ_4 I felt somewhat included
 - θ_5 I felt very included
8. **Did you feel supported during the decision making process?**
- θ_1 I felt totally overwhelmed
 - θ_2 I felt slightly overwhelmed
 - θ_3 I felt neither overwhelmed nor supported
 - θ_4 I felt supported
 - θ_5 I felt very supported
9. **Did you feel you had control over the care of your family member?**
- θ_1 I felt really out of control and that the health care system took over and dictated the care my family member received
 - θ_2 I felt somewhat out of control and that the health care system took over and dictated the care family member received
 - θ_3 I felt neither in control or out of control
 - θ_4 I felt I had some control over the care my family member received
 - θ_5 I felt that I had good control over the care my family member received
10. **When making decisions, did you have adequate time to have your concerns addressed and questions answered?**
- θ_1 I could have used more time

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θ2 I had adequate time

θ3 I had more than enough time

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If your family member died during the SDU stay, please answer the following questions. If your family member did not die please skip to question 14.

11. Which of the following best describes your views:
- θ1 I felt my family member's life was prolonged unnecessarily
 - θ2 I felt my family member's life was slightly prolonged unnecessarily
 - θ3 I felt my family member's life was neither prolonged nor shortened unnecessarily
 - θ4 I felt my family member's life was slightly shortened unnecessarily
 - θ5 I felt my family member's life was shortened unnecessarily
12. During the final hours of your family member's life, which of the following best describes your views:
- θ1 I felt that he/she was very uncomfortable
 - θ2 I felt that he/she was slightly uncomfortable
 - θ3 I felt that he/she was mostly comfortable
 - θ4 I felt that he/she was very comfortable
 - θ5 I felt that he/she was totally comfortable
13. During the last few hours before my family member's death, which of the following best describes your views:
- θ1 I felt very abandoned by the health care team
 - θ2 I felt abandoned by the health care team
 - θ3 I felt neither abandoned nor supported by the health care team
 - θ4 I felt supported by the health care team
 - θ5 I felt very supported by the health care team

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14. Do you have any suggestions on how to make care provided in the SDU better?

15. Do you have any comments on things we did well?

16. Please add any comments or suggestions that you feel may be helpful to the staff of the **Kingston General** Hospital.

We would like to thank you very much for your participation and your opinions.